IN THE CLAIMS

Please amend the claims as follows:

1. (Withdrawn) A system, comprising:

a private communication server maintaining availability information regarding a plurality of users;

a plurality of personal communication subsystems, each associated with a user in the plurality of users, and each in wireless communication with said server; and

a data channel between said server and a first one of said plurality of subsystems, the first one of said subsystems being associated with a first user;

wherein said server is configured

to communicate at least a portion of the availability information through said data channel to at least a first subsystem, and

to respond to command signals carried from the first subsystem to said server by said data channel.

2. (Withdrawn) The system of claim 1, wherein said server is further configured to communicate updates to the at least a portion of the availability information through said data channel at predetermined intervals.

3. (Withdrawn) The system of claim 1, wherein:

said command signals comprise a request for an update to the at least a portion of the availability information when the availability information changes for a second user in the plurality of users, and

said server is further configured to provide the requested update in response to said request.

4. (Withdrawn) The system of claim 3, wherein said server provides the update through said data channel.

5. (Withdrawn) The system of claim 4, wherein:
the request specifies a particular new status, and
the change is an update of the second user to the particular new status.

6. (Withdrawn) The system of claim 3, wherein said server provides the updates by establishing a voice connection between the first user and the second user through the voice channel when the availability information changes for a second user changes to a predetermined state.

7. (Withdrawn) The system of claim 6, wherein:
said first subsystem has a user interface; and
said request is generated by said first system in response to a single action in the user interface by the first user.

8. (Withdrawn) The system of claim 1, wherein the association between the first subsystem and the first user is made using a log-in procedure.

9. (Withdrawn) The system of claim 8, wherein the portion of the availability information accessible to the first subsystem is limited on the basis of the association with the first user.

10. (Withdrawn) The system of claim 9, wherein

the first user is associated with one or more organizations, and

the limiting allows access by the first user to availability information relating only to users in the plurality of users who are also associated with at least one of the one or more organizations.

11. (Withdrawn) The system of claim 8, wherein:

the first subsystem comprises a personal digital assistant; and

the log-in procedure is performed using the personal digital assistant.

12. (Withdrawn) The system of claim 1, wherein:

each subsystem in said plurality of subsystems comprises:

a wireless voice communication device coupled to a first wireless network; and

a wireless data communication device coupled to a second wireless network; and

said data channel connects said server and said wireless data communication device through the second wireless network.

13. (Withdrawn) The system of claim 1, further comprising a plurality of workstations in wired communication with said server, each associated with one or more users in the plurality of users.

14. (Original) A system, comprising:

a private communication server maintaining availability information regarding a plurality of users;

a plurality of personal communication subsystems, each associated with a user in the plurality of users, and each in wireless communication with said server; and

a data channel between said server and a first one of said plurality of subsystems, the first one of said subsystems being associated with a first user;

wherein said server is configured

to communicate at least a portion of the availability information through said data channel to at least a first subsystem, and

to respond to command signals carried from the first subsystem to said server by said data channel.

15. (Original) The system of claim 14, wherein said server is further configured to communicate updates to the at least a portion of the availability information through said data channel at predetermined intervals.

16. (Original) The system of claim 15, wherein:

said command signals comprise a request for an update to the at least a portion of the availability information when the availability information changes for a second user in the plurality of users, and

said server is further configured to provide the requested update in response to said request.

17. (Original) The system of claim 14, wherein said server provides the update through said data channel.

18. (Original) The system of claim 14, wherein:

the request specifies a particular new status, and

the change is an update of the second user to the particular new status.

19. (Original) The system of claim 18, wherein said server provides the updates by establishing a voice connection between the first user and the second user through the voice channel when the availability information changes for a second user changes to a predetermined state.

20. (Original) The system of claim 14, wherein:

said first subsystem has a user interface; and

said request is generated by said first system in response to a single action in the user interface by the first user.

21. (Original) The system of claim 20, wherein the association between the first subsystem and the first user is made using a log-in procedure.

22. (Original) The system of claim 14, wherein the portion of the availability information accessible to the first subsystem is limited on the basis of the association with the first user.

23. (Original) The system of claim 22, wherein

the first user is associated with one or more organizations, and

the limiting allows access by the first user to availability information relating only to users in the plurality of users who are also associated with at least one of the one or more organizations.

24. (Original) The system of claim 22, wherein:

the first subsystem comprises a personal digital assistant; and

the log-in procedure is performed using the personal digital assistant.

25. (Original) The system of claim 24, wherein:

each subsystem in said plurality of subsystems comprises:

a wireless voice communication device coupled to a first wireless network; and

a wireless data communication device coupled to a second wireless network; and

said data channel connects said server and said wireless data communication device through the second wireless network.

26. (Original) The system of claim 14, further comprising a plurality of workstations in wired communication with said server, each associated with one or more users in the plurality of users.

27. (Withdrawn) A server, comprising a computer-readable medium and a processor in communication with a private switch and the computer-readable medium, said computer-readable medium being encoded with programming instructions executable by said processor to:

control the switch to selectively route voice communications to one or more agents, each agent having a wireless remote mobile communication subsystem comprising:

a wireless voice communication device; and

a wireless data communication device.

28. (Withdrawn) The server of claim 27, wherein the wireless voice communication device is separate from the wireless data communication device.

29. (Withdrawn) The server of claim 27, wherein the wireless voice communication device is integrated with the wireless data communication device.

30. (Withdrawn) The server of claim 27, wherein the programming instructions are further executable by said processor to:

receive a control signal from the wireless data communication device of a first subsystem, to which a first voice communication has been routed;

respond to the control signal by acting upon the first voice communication.

31. (Withdrawn) The server of claim 30, wherein the acting is transferring the first voice communication.

32. (Withdrawn) The server of claim 30, wherein the acting is making the first voice communication into a conference call.

33. (Withdrawn) The server of claim 32, wherein

the switch selectively routes voice communications to a plurality of agents; and

the conference call is with another agent.

34. (Withdrawn) The server of claim 27, wherein the wireless data communication device is a personal digital assistant.

35. (Withdrawn) The server of claim 27, wherein the programming instructions are further executable by said processor to:

maintain a first queue consisting of communication threads for receiving control signals from a plurality of wireless remote mobile communication subsystems; and

maintain a second queue consisting of processing threads for executing commands indicated by the control signals.

36. (Withdrawn) A communication system, comprising:

a server; and

a plurality of remote and mobile subsystems in communication with said server, said plurality of subsystems comprising

a first subsystem associated with a first user; and

a second subsystem associated with a second user;

wherein said server is operable to

provide availability status information regarding the second user to the first user;

accept a command signal from the first subsystem requesting updated status information regarding the second user; and

provide the updated status information.

37. (Withdrawn) The system of claim 36, wherein

said first subsystem comprises a wireless data communication device, and

the status information and updated status information are communicated from said server to said wireless data communication device.

38. (Withdrawn) A system, comprising:

a server controlled by an organization, said server in communication with a storage medium containing information specific to that organization and comprising

a private telephone switch coupled to the public switched telephone network; and

a connection to a publicly accessible computer network; and

at least one remote and mobile personal communications subsystem, comprising

a means for vocal communication over a first wireless network, said means being in communication with said private telephone switch; and

a means for receiving data signals from said server over a second wireless network;

wherein said server is configured to provide at least a portion of the information to the subsystem via the computer network and the means for receiving data signals in response to a request from the subsystem.

39. (Withdrawn) The system of claim 38, wherein said means for receiving data signals comprises a personal digital assistant.